

TRANSPORTATION ADMINISTRATIVE SERVICES CENTER (SVC-170)

FY-99 FIVE YEAR PLAN

EXECUTIVE SUMMARY

OVERVIEW

The TASC Information Technology Operations (ITO) organization is one of the TASC ten business practices. It is composed of 4 operational entities. They are the TASC Computer Center (TCC), Telecommunication Operations (TOPS), Office Automation Systems Integrated Services (OASIS), and the Year 2000 Service Bureau. ITO provides a comprehensive array of services to include full data center services, office automation and network management, and information security to name a few. ITO supports the OS390 Enterprise Server, SL 100 Telephone Switch, Intermodal Data Network, and the Control Data Corporation Electronic mail Hub. These four systems have been designated as TASC Year 2000 mission-critical systems.

In Fiscal Year 1999 TASC Information Technology Operations (ITO) embarked upon a road to success with a renewed vision under new leadership. The new ITO management has instituted a philosophy that emphasizes technological modernization coupled with implementation of best business practices. This direction has resulted in the establishment of a smoothly functioning infrastructure, which integrates all ITO program elements into a comprehensive management structure and services integration that provide customers with one-stop- shopping for information technology and infrastructure support.

TASC Computer Center (TCC)

TCC is responsible for providing System/390 information processing services to the Department of Transportation and serves as the "corporate" computing facility for the agency. TCC is a nonprofit service provider and receives no direct appropriations. Over the past 3-½ years of operation, TCC has provided its customers with almost 100% availability. While maintaining this unparalleled level of system availability and reliability, TCC has experienced a growth in usage of approximately 30% per year. The continuous improvements, added efficiencies, and upgrades to the operational environment have, at the same time, allowed TCC to make significant rate reductions each year.

FY 1998 Major Accomplishments

TCC again produced a 36% increase in billable CPU utilization

TCC reduced computing rates 19% for the year

TCC now provides over 100% of the computing capacity that OMB considers cost effective in OMB bulletin 96-02

TCC implemented new affordable information systems and equipment that are fully Y2K compliant and cheaper to operate.

TCC has transformed from a traditional "mainframe" environment to one that efficiently supports both "mainframe" and client server processes.

TCC has identified new services to utilize available off-peak resources.

TCC is working with customers to develop data warehousing and mining applications, web-enabling legacy applications, and establishing a more robust web presence for the Department of Transportation. TCC has successfully met the demands of Y2K and are currently in Independent Validation and Verification.

FY 1999 Goals and Objectives

TCC goals are to provide excellent service at lower unit costs to all users by:

Increasing computer resources sold
Improving workload mix with emphasis on the increased use of non-prime shift and weekend time
Improving efficiency and supporting metrics
Supporting Y2K requirements for all users and promote the use of Y2K platform services for other government organizations
Continuing the development of data warehousing and mining applications
Increasing DOT's use of electronic commerce applications
Continuing web-enabling legacy applications
Continuing the development of web based applications
Continuing the consolidation of mid-tier servers through the use of enterprise server resources
Marketing new service offerings such as remote backup and restore and disaster recovery for client server platforms.

Telecommunications Operations (TOPS)

TOPS is a "full" service provider and support organization that provides telephone services and equipment for over 18,000 customers in the Washington Metropolitan Area. Services include telephone services and equipment, operator and locator services, wireless and fax services as well as procurement & billing customized for each customer's individual needs. Additionally TOPS provides local, metropolitan and nationwide data communications services and support for all of DOT via the Department of Transportation Intermodel Data Network (IDN). The Intermodel Data Network (IDN) is the Department of Transportation's data backbone. The IDN provides access to many of the Telecommunication resources offered by TASC such as access to the Internet. Management of the IDN is a collaborative effort between Government staff and contractor personnel.

TOPS is prepared to provide its customers access to its telecommunications infrastructure, employing state-of-the-art technologies, experienced government and contractor staffs, and a strong commitment to customer satisfaction.

Many customers transitioned from other service providers simply because of the customer - oriented Environment, and quality of services and support TOPS offers.

FY 1998 Major Accomplishments

Upgraded Telephone Switch and voice mail system to Year 2000 compliance implemented ISDN services to all DOT elements which provided a single wall plug interface for voice, data, and video, eliminating the need for modems and private data lines

Upgraded IDN infrastructure with new firewall technology to provide a secure network environment
Upgraded IDN routers to increase capacity

FY 1999 Goals and Objectives

Continue to provide comprehensive administrative telephone services to DOT Operating Administrations in a cost efficient manner.

Reach full Year 2000 compliance of the IDN prior to agency March 1999 deadline.

Implement switch backbone solutions to provide redundancy

Establish backup site for IDN at alternate location

Develop "Fail-Over" solution for internet connectivity to prevent failed access.

Office Automation & Services Integrated Systems (OASIS)

OASIS is an information technology support organization that is focused on providing quality desktop computing services. Services encompass a wide range of technologies including Local Area Network management; Novell and Microsoft NT Server OASIS is dedicated to providing consultation, management, and technical support services for our clients in a cost-effective manner. OASIS operates as a fee-for-service organization available on a reimbursable basis to federal, state, and local government organizations. A full spectrum of services can be quickly delivered when and where our customers need them through our many existing contracts. Some of the ways we help our customers include:

Help determine options to satisfy special needs

Help identify the best option to deploy

Procure the entire system

Implement systems

Develop applications

Deliver training, documentation, and procedures Provide technical staffs

Complete customer satisfaction is the single goal of OASIS approach to service.

FY 1998 Major Accomplishments

Upgraded DOT mail system to handle growth and reduced processing time for message delivery between the Operating Administrations

Implemented the DOT Intranet and maintained reliability 99.9%

Linked all DOT WEB sites to the DOT Home Page.

Provided internet solutions to include interactive sessions on the internet (chat), messaging capabilities to applications on the internet (listserv) and message board

Served as technical liaison for DOT and the public.

V Year 2000 Service Bureau

TASC provides a Year 2000 compliant computing platform and an isolated test environment focused on legacy and large enterprise-wide application systems. This computing facility provides our customers with a secure environment to perform analysis, remediation, and testing. Additionally, we can work with any organization to plan for and set up remediation and test suites for your mid-range, small system, and networks configurations and applications.

The Year 2000 Service Bureau has partnered with its commercial system integrator, Science Applications International Corporation (SAIC), to bring best-of-breed tools and personnel expertise to each phase of your Year 2000 program.

FY 1998 Accomplishments

Increased business resulted in the increase of the Y2K support staff from the original eight full-time employees to 120.

Completed Year 2000 infrastructure assessments for the Federal Aviation Administration and the Environmental Protection Agency (EPA).

Started the Independent Validation and Verification process for the Securities and Exchange Commission, National Archives, and EPA.

FY 1999 Goals and Objectives

Acquire additional space to accommodate growing support staff.

Upgrade Y2K support server

Implement automatic backup and recovery on the Y2K support server

FY 1999 Planned Investments

Division	Project	Investment
TCC	Data Warehouse and Mining Software	430,000.00
	Disk Storage Devices for Y2K Support	400,000.00
TOPS	Switched Backbone Redundancy Solution	163,000.00
	Alternate Site Location	220,000.00 i
	"Fail-Over" Internet Access Solution	150,000.00 :
	Upgrade Voice Response System	350,000.00
OASIS	Departmental Internet Upgrades	i 277,000.00
	Departmental Electronic Mail Upgrades	! 1,740,000.00
Y2K Service BU	Upgrade Year 2000 Support Server	6,000.00
	Renovate and Restructure Office Space	22,000.00

FY-99 5-YEAR IT PLAN

INITIATIVE ID: TASCO003

OA: TASC

ORGANIZATION/ENTITY (OA OFFICE SYMBOL - PHONE BOOK CODE): SVC-171

TITLE OF PROGRAM/PROJECT:

BULK CHANGE SUPPLEMENT (BCS) SOFTWARE UPGRADE

TOTAL LIFE CYCLE COST (IN \$000): \$500

DESCRIPTION:

BCS upgrades are the method by which the operating system software of the telephone switch is updated. It is necessary to keep current with these upgrades for a number of reasons. Management procedures, maintenance and diagnostic routines, as well as new features are some of these. Maintenance is one of the primary beneficiaries of these upgrades, we found that by keeping current releases of software we were not experiencing sharp rises in maintenance costs. The maintenance contractors are able to keep consistent rates because of the stable environment.

JUSTIFICATION - PERFORMANCE AND SAVINGS:

By keeping current, we avoid sharp rises in maintenance costs.

CONTACT PERSON AND PHONE NUMBER: Ted Oliver 202-366-9688

CONTRACT STRATEGY:

Full and open competition.

INITIATIVE ID: TASCO004

OA: TASC

ORGANIZATION/ENTITY (OA OFFICE SYMBOL - PHONE BOOK CODE): SVC-171

TITLE OF PROGRAM/PROJECT:

INTERACTIVE VOICE RESPONSE SYSTEM UPGRADE

TOTAL LIFE CYCLE COST (IN \$000): \$600

DESCRIPTION:

The identified FY-99 upgrade is to the next level of system, this is to accommodate more users and more sophisticated features. The present system is in its 5th year of life, this is the estimated useful life of this type of equipment. As an integral tool in day-to-day operations of the Department it is imperative that this support be maintained at an optimal level. Disk and storage capacity has been an issue over the last couple of years and cannot be expanded further. It will be necessary to move to a more robust platform to meet the demanding requirements of our DOT customers as well as the American public. The other upgrades come in two varieties. The lower cost upgrade (50) is for the latest operating system software to be added to allow better maintenance and availability of new features. The higher cost upgrade (150) is for hard memory upgrades, these systems rely very heavily on hard memory to make features such as FAX on demand, e-mail interface and data base access work properly. As these features draw more users memory is used up more quickly. Many of DOT's public access is provided through these systems. In order to continue to provide the best service possible to the public these upgrades are imperative.

JUSTIFICATION - PERFORMANCE AND SAVINGS:

Spending this money will keep DOT current; savings will be realized in the long run.

CONTACT PERSON AND PHONE NUMBER: Ted Oliver 202-366-9688

CONTRACT STRATEGY:

Full and open competition.

INITIATIVE ID: TASCO005

OA: TASC

ORGANIZATION/ENTITY (OA OFFICE SYMBOL - PHONE BOOK CODE): SVC-172

TITLE OF PROGRAM/PROJECT:

UPGRADE TCC MAINFRAME TO ACCOMMODATE ANTICIPATED GROWTH IN TCC USAGE DEMAND

TOTAL LIFE CYCLE COST (IN \$000): \$3,936

DESCRIPTION:

OVER THE PAST THREE YEARS, THE TASC CC HAS UPDATED ITS HARDWARE, UPGRADED ITS FACILITY, INSTALLED REDUNDANT POWER SUPPLIES, IMPLEMENTED FIRST RATE SECURITY AND DISASTER RECOVERY MECHANISMS, PROVIDED USERS WITH DRAMATICALLY IMPROVED OUTPUT DELIVERY, AND INSTITUTED 'LIGHTS OUT' OPERATIONS THAT INCORPORATE EXTENSIVE, USER CONTROLLED JOB RESTART AND RECOVERY CAPABILITIES. ALL OF THIS WAS ACCOMPLISHED WHILE PROVIDING BACKWARDS COMPATIBILITY TO PROTECT THE MASSIVE DOT INVESTMENT IN LEGACY SOFTWARE. MANY OF THESE IMPROVEMENTS WERE DONE TO ACCOMMODATE REQUESTS FROM THE CENTER'S USERS. MANY MORE WERE PUT IN PLACE TO ENSURE THAT THE TCC WOULD STAND OUT IN AN INCREASINGLY COMPETITIVE AND CHANGEABLE ENVIRONMENT.

ONE AREA THAT HAS NOT BEEN SIGNIFICANTLY UPGRADED RECENTLY IS THE CENTRAL PROCESSOR UNIT (CPU). THE EXISTING FAMILY OF COMPUTING PLATFORMS HAS HAD ENOUGH ELASTICITY IN ITS PRODUCT LINE TO ENABLE TCC TO AUGMENT THE MAINFRAME "ENGINE(S)" TO PROVIDE CUSTOMERS WITH GREATER THROUGHPUT. TCC IS NEARING THE TOP OF THE EXISTING AMDAHL PRODUCT LINE AND EXPANSION/AUGMENTATION OF THE EXISTING MAINFRAME TO HANDLE CUSTOMER DEMANDS IS NOT A VIABLE OPTION.

THE CUSTOMERS' USE OF TCC HAS BEEN GROWING BY A RATE OF OVER 30% A YEAR FOR THE PAST THREE YEARS (FY 1994 - FY 1996). BY FISCAL 1997 HOWEVER, THE TASC CC WILL PROCESS MORE THAN FOUR TIMES THE VOLUME OF COMPUTING AS WAS DONE JUST THREE YEARS AGO, YET WILL BE ABLE DO THIS FOR ABOUT TWO THIRDS OF THE FY 94 COST OF OPERATIONS. THIS DRAMATIC IMPROVEMENT IN PRICE/PERFORMANCE CAN BE TIED DIRECTLY TO THE ACTIONS THAT WERE SET IN MOTION IN 1994 AND ARE CONTINUING TODAY. MOST IMPORTANTLY, EVERY DOLLAR THAT TCC SAVES IS PASSED DIRECTLY TO OUR USERS.

GIVEN THE UPWARD PRESSURE ON ENTERPRISE COMPUTER UTILIZATION CEILINGS, THE TCC HAS CONDUCTED SEVERAL MAINFRAME COMPUTER SIZING STUDIES AND, THROUGH ANALYSIS OF PAST USAGE PATTERNS PROJECTED AGAINST MAINFRAME MANUFACTURER'S PRODUCT LINES, IS ABLE TO SPECIFY A RANGE OF MAINFRAME FAMILIES THAT WILL PROVIDE A SMOOTH EXPANSION PATH FROM THE ENTRY LEVEL - NEAR WHICH THE TASC CC WOULD BE SLOTTED - TO VERY HIGH CAPACITY PROCESSOR "CLUSTERS," TO SERVE THE TASC CC USERS INTO THE 21ST CENTURY. THE NEAR-TERM MAINFRAME CAPACITY REQUIREMENTS ARE EXPECTED TO GROW TO A 335-345 MIP ENVIRONMENT BY JUNE 1998.

ASSOCIATED WITH THE ENTERPRISE UPGRADE PLAN ARE TCC STRATEGIC PLANS TO UPGRADE ITS EXISTING HARDWARE AND SOFTWARE SUITE OF PRODUCTS. THESE PLANS INCLUDE ENHANCING THE TAPE ROBOTICS AND DISK SUBSYSTEM, COMPLETING THE MODERNIZATION OF THE NETWORK INFRASTRUCTURE, INSTALLING THE LATEST VERSION OF THE OE/MVS OPERATING SYSTEM SOFTWARE AND ASSOCIATED COMPONENTS, AND STRENGTHENING THE ENVIRONMENTAL SYSTEMS.

JUSTIFICATION - PERFORMANCE AND SAVINGS:

By having the most current, state-of-the-art equipment, a good customer base can be attracted and maintained. Savings are realized over the long run.

CONTACT PERSON AND PHONE NUMBER: Gary Titsworth 202-366-4878

CONTRACT STRATEGY:

Full and open competition

INITIATIVE ID: TASCO006 **OA:** TASC

ORGANIZATION/ENTITY (OA OFFICE SYMBOL - PHONE BOOK CODE): SVC-171

TITLE OF PROGRAM/PROJECT:

TELEPHONE SYSTEM POWERPLANT REPLACEMENT

TOTAL LIFE CYCLE COST (IN \$000): \$100

DESCRIPTION:

The present telephone system powerplants consist of a number of 48 volt direct current lead acid batteries, electrical invertors and rectifiers. This equipment is 15 years old and after an extensive evaluation their safety and reliability are questionable.

Their replacement is necessary to continue uninterrupted telephone service to the Departmental Headquarters users.

JUSTIFICATION - PERFORMANCE AND SAVINGS:

Upgrading this system will save money in the long run by providing state-of-the-art, reliable equipment that is dependable and will save money through lessened downtime and increased ability to communicate with others effectively.

CONTACT PERSON AND PHONE NUMBER: Ted Oliver 202-366-9688

CONTRACT STRATEGY:

Open and full competition

INITIATIVE ID: TASCO009 **OA:** TASC

ORGANIZATION/ENTITY (OA OFFICE SYMBOL - PHONE BOOK CODE): SVC-171

TITLE OF PROGRAM/PROJECT:

TELECOMMUTER PROGRAM SUPPORT

TOTAL LIFE CYCLE COST (IN \$000): \$220

DESCRIPTION:

OASIS currently supports approximately 60 clients who use telecommuting services established under the Tech World project umbrella. Services currently available include LAN connections for Novell, NT, Internet and mainframe (TN3270) through a communications hub that provides dial-up service on POTS, WATS and ISDN. One of the most critical uses for the service is for remote maintenance, currently used by TASC, IDN, NHTSA, and FTA.

The basic services now available have a major market potential, given the Secretary's goal for achieving telecommuting status for 2% of the workforce. In addition to providing basic network connectivity (which could include Internet service sold to individuals ala Erols), there are a number of technological breakthroughs on the immediate horizon that translate into additional service offerings. These include:

- Internet-based document conferencing software where clients can use the WEB to discuss work group documents and collaborate on changes;

Desktop video conferencing allowing users to participate in meetings remotely via Internet;
Internet-based telephony and chat software similar to a voice based bulletin board;

- Wireless transmission of email, faxes, documents and alphanumeric pages with mail forwarding capabilities and geo-positioning capabilities.

JUSTIFICATION - PERFORMANCE AND SAVINGS:

Telecommuting is a goal supported by Secretary Slater; it will give the workforce more flexibility in the coming years. It also gives some relief to commuting congestion and pollution of the environment.

CONTACT PERSON AND PHONE NUMBER: Ted Oliver 202-366-9688

CONTRACT STRATEGY:

Full and open competition.

INITIATIVE ID: TASCO010 **OA:** TASC

ORGANIZATION/ENTITY (OA OFFICE SYMBOL - PHONE BOOK CODE): SVC-173

TITLE OF PROGRAM/PROJECT:

OST/TASC NETWORK INFRASTRUCTURE UPGRADE

TOTAL LIFE CYCLE COST (IN \$000): \$563

DESCRIPTION:

In order to support customer driven IT services, OASIS must upgrade its telecommunications infrastructure. Critical components are obsolete and should be replaced to provide a high performance, consistent and stable network platform. OASIS must also deploy an implementation and support plan to exploit new and reusable components and employ automated management tools.

The TASC/OASIS network infrastructure employees obsolete critical network components. The routers are over five years old and the main hubs are from four to seven years old. All upgrades and rev level changes that are available for the equipment have been applied. The equipment has exceeded its useful life. In order for TASC/OASIS to improve its services to an acceptable performance level and to expand its customer base, it must overcome three critical obstacles:

Older hubs cannot handle today's, much less tomorrow's, infrastructure demands;

Replacement hubs require a new network implementation approach;

These new network implementation approaches require advanced network management tools.

As information technology advances, the functionality and demands of customer's applications increases. TAS C/OASIS provides information technology services to its customer base. In order to retain these customers and attract new customers, OASIS must provide cost-effective, valuable services that permit customers to exploit new information technologies. The entire infrastructure given to OASIS to support is obsolete, purchased on a shoestring and was in need of major changes immediately after implementation. In this information age, it is ludicrous to expect satisfactory service from equipment that is totally outmoded

JUSTIFICATION - PERFORMANCE AND SAVINGS:

It is absolutely necessary to upgrade the network infrastructure due to the impact of the information age. In order to maintain the ability to communicate within DOT and to the outside world, DOT must maintain technologically current.

CONTACT PERSON AND PHONE NUMBER: Jonni Burnham 202-366-5426

CONTRACT STRATEGY:

Use of ITOP procurement process.

INITIATIVE ID: TASCO011 **OA:** TASC

ORGANIZATION/ENTITY (OA OFFICE SYMBOL - PHONE BOOK CODE): SVC-173

TITLE OF PROGRAM/PROJECT:

DEPARTMENTAL ELECTRONIC MAIL MESSAGING

TOTAL LIFE CYCLE COST (IN \$000): \$4,388

DESCRIPTION:

This project will interconnect all DOT E-mail systems through a common integration engine provided by Control Data Systems (CDS). Improvements in connectivity, directory services, systems monitoring, accounting/reporting, and reliability are expected. This system uses X.500 as the central messaging directory and relies upon conversions between X.400 and TCP/IP protocols to communicate to all DOT employees using GroupWise, MSMail, cc:Mail, Lotus Notes, and MS Exchange systems as well as Internet mail.

Due to the systems wide acceptance, a major upgrade to the hardware is planned in FY 1998. The system was initially scaled for processing 50,000 messages per day, a 400% increase over the system that was replaced. The actual traffic counts for FY 1997 averaged over 150,000 messages per day with some days seeing over 240,000 messages processed. Message delivery times have increased from 10 minutes upon initial installation to 2 to 3 hours.

The electronic mail capability expedites messages going to members of Congress, other government agencies, industry, and the public at large. Coordination with the General Services Administration (GSA) and the Defense Messaging System (DMS) will be done to ensure that DOT's X.500 system complies with these two large government-wide initiatives.

JUSTIFICATION - PERFORMANCE AND SAVINGS:

Spending money to maintain our technological edge is absolutely necessary. The information age requires this kind of system and subsequent expenditures.

CONTACT PERSON AND PHONE NUMBER: George Ramick 202-366-6848

CONTRACT STRATEGY:

Through the ITOP procurement process.

INITIATIVE ID: TASCO012 **OA:** TASC

ORGANIZATION/ENTITY (OA OFFICE SYMBOL - PHONE BOOK CODE): SVC-173

TITLE OF PROGRAM/PROJECT:

INTERNET SUPPORT

TOTAL LIFE CYCLE COST (IN \$000): \$901

DESCRIPTION:

This project supports the Departments Internet presence through the installation, operation and maintenance of the DOT's Domain Name Service. This project allows employees to connect to Internet via their standard desktop workstation. Growth of Internet is expected to continue over the next 10 years at a geometrical rate.

Operating administrations have requested the ability to place more documents on WEB servers. Additionally, many offices have requested a more robust and efficient Intranet. We are also expecting that electronic commerce via the Internet will become the norm in FY 1998-99.

JUSTIFICATION - PERFORMANCE AND SAVINGS:

Justification is to maintain communications and connectivity with the rest of the world.

CONTACT PERSON AND PHONE NUMBER: George Ramick 202-366-6848

CONTRACT STRATEGY:

Use the ITOP procurement process.

INITIATIVE ID: TASCO013 **OA:** TASC

ORGANIZATION/ENTITY (OA OFFICE SYMBOL - PHONE BOOK CODE): SVC-173

TITLE OF PROGRAM/PROJECT:

OST/TASC SERVER FAULT TOLERANT SYSTEMS

TOTAL LIFE CYCLE COST (IN \$000): \$75

DESCRIPTION:

Currently, if a major hardware or software failure occurs on either the TASC or OST servers, there exists no redundant resource to provide a continuation of services. Fault tolerant systems for primary office automation systems include redundant hardware and software, disaster recovery, and physical separation of redundant systems. This project provides that level of redundancy for OST and TASC.

Currently, each hour of downtime costs \$5,391 in lost productivity.

JUSTIFICATION - PERFORMANCE AND SAVINGS:

Each hour of downtime costs \$5391 in lost productivity. The expenditure of the money to provide a mirrored backup system speaks for itself.

CONTACT PERSON AND PHONE NUMBER: Jonni Burnham 202-366-5426

CONTRACT STRATEGY:

Use of the ITOP procurement process.

INITIATIVE ID: TASCO015 **OA:** TASC

ORGANIZATION/ENTITY (OA OFFICE SYMBOL - PHONE BOOK CODE): SVC-173

TITLE OF PROGRAM/PROJECT:

OASIS TEST LAB

TOTAL LIFE CYCLE COST (IN \$000): \$506

DESCRIPTION:

OASIS is proposing the purchase of equipment and software necessary to install a test lab for use by OASIS and, potentially, other customers inside and outside the DOT.

As OASIS moves office automation clients to consolidated server platforms, the integrity of those platforms becomes increasingly critical, as larger numbers of clients will be affected by an outage. Currently, there is no test facility to evaluate the impact of software and hardware changes that need to be applied to the existing servers and network operating systems. Additionally, customers are making ever-increasing demands for systems and software that have an unknown affect on server and network operation.

Within the last year, two outages have resulted from the application of software maintenance updates that were recommended by the software vendor and applied to the operational systems. Even though these outages were minor, the cost to our user community in lost productivity is far from minor. The cost of a 1/2 hour outage to OST and TASC can be estimated to be \$5,391.00. Conservatively, this facility would recover its costs with the elimination of 16 hours of downtime. Establishing an environment where proposed systems, maintenance updates, and software and hardware upgrades can be tested against the operational baseline will eliminate a majority of network outages and is critical to maintaining the operational systems.

As more systems are developed by TASC and other DOT organizations, the ability to test their impact on operational systems as part of the pre-deployment planning process becomes a mainstream function of LAN operations and change management programs. OASIS has already been approached informally by one of the ITOP contractors concerning the availability of a test lab and benchmarking services.

JUSTIFICATION - PERFORMANCE AND SAVINGS:

This is a necessary expenditure because new systems can be thoroughly tested prior to implementing them into the live environment thereby relieving the possibility of causing major operability and communications problems.

CONTACT PERSON AND PHONE NUMBER: Jonni Burnham 202-366-5426

CONTRACT STRATEGY:

Use of ITOP Procurement process

INITIATIVE ID: TASCO016

OA: TASC

ORGANIZATION/ENTITY (OA OFFICE SYMBOL - PHONE BOOK CODE): SVC-172

TITLE OF PROGRAM/PROJECT:

Data Warehousing

TOTAL LIFE CYCLE COST (IN \$000): \$541

DESCRIPTION:

Data warehousing and retrieval of customer information. Provides a large, single repository for customer information with tools that enhance access and manipulation of data.

JUSTIFICATION - PERFORMANCE AND SAVINGS:

Eliminates costly ad hoc query programs by specialized programming staffs and allows users to produce their own requests as needed.

CONTACT PERSON AND PHONE NUMBER: Gary Titsworth 202-366-4878

CONTRACT STRATEGY:

Open and full competition

INITIATIVE ID: TASCO017

OA: TASC

ORGANIZATION/ENTITY (OA OFFICE SYMBOL - PHONE BOOK CODE): SVC-172

TITLE OF PROGRAM/PROJECT:

TASC Network Commerce

TOTAL LIFE CYCLE COST (IN \$000): \$117

DESCRIPTION:

This customer-drive initiative constructs the framework and enables network commerce support for the TASC Computer Center (TCC). Network commerce is a broad term describing electronically conducted business activities and the associated technical data. Expansion of TCC services to include network commerce is the normal progression of the newly installed OS/390 facilities. The Operating Administrations and other TCC customers will be able to reliably and securely transact business over intranets, extranets, and the internet. Network commerce leads to total enterprise integration. TCC's vision is for DOT to exploit the IBM System 390 technology to weave the Operating Administrations with local, state, and Federal Government agencies, and independent contractors into a single electronic community. The ability to seamlessly communicate with one another across any computer platform or any network topology would enable all parties to participate using a common set of business functions. TCC's unique open systems technology, as provided with the OS/390 software environment, would be a key enabler of this state-of-the-art capability.

JUSTIFICATION - PERFORMANCE AND SAVINGS:

1. Enable TCC customers to conduct business electronically across the country.
2. Improve responsiveness and quality at reduced cost.
3. Reduce turnaround time for customers
4. Reduce costs by increasing process efficiency
5. Help TCC remain competitive in the Government marketplace
6. Help TCC grow its workload and meet economy of scale objectives.

CONTACT PERSON AND PHONE NUMBER: Gary Titsworth 202-366-5426

CONTRACT STRATEGY: Full and open competition

INITIATIVE ID: TASCO018 **OA:** TASC

ORGANIZATION/ENTITY (OA OFFICE SYMBOL - PHONE BOOK CODE): SVC-172

TITLE OF PROGRAM/PROJECT:

ITO TASC Computer Center Benchmark

TOTAL LIFE CYCLE COST (IN \$000): \$125

DESCRIPTION:

Analyzes data center performance thereby providing an ongoing assessment of information technology performance in all key functional areas. Enables management to review and confirm benefits of past performance. Determination is provided to keep or delete certain business practices, procedures, or technology.

JUSTIFICATION - PERFORMANCE AND SAVINGS:

1. Enhances credibility of data center with customers.
2. Highlights ramifications of previous changes and identifies areas with potential for improvement.
3. Accents "best practice" trends in the industry for adoption.

CONTACT PERSON AND PHONE NUMBER: Gary Titsworth 202-366-4878

CONTRACT STRATEGY:

Existing contract vehicles will be utilized to acquire any needed technical support services.